



# Muskan Naresh Sonu Ghindani

Dubai, United Arab Emirates

0569013650

muskanghindanii@gmail.com

<https://www.linkedin.com/in/muskan-ghindani-a040902b2>

## OBJECTIVE

Dedicated, highly motivated Assistant Manager Offering significant experience in Sales, Customer service, and team support. Proven Interpersonal, communication and multitasking skills  
Adaptable team player recognized for his willingness to learn and teach newly acquired skills.

## SKILLS

- Active Listening
- Cross-Selling
- Leadership
- Operation Management
- client Satisfaction
- Customer Relationship Management
- Data Entry
- Communication
- Problem solving
- Time management
- Compliance
- Digital marketing
- Cash Handling

## LANGUAGE

- English
- Hindi

## ACTIVITIES

- MABEAT (Hadaif Al khaleej commercial services LLC)  
January 2024 - March 2024  
Sales Representative of Standard chartered credit cards, FAB Credit cards.
- GOYAL BROTHERS PRAKASHAN( Dubai,UAE)  
March 2024 - April 2024  
Work as Cashier on All schooling to selling the all types of books and managing by Cash
- BankIT Commerical Brokers (Dubai, UAE )  
Ajman Bank Credit Card  
15, November 2024 (Present)

## PASSPORT NO

T6153799

## PERSONAL DETAILS

Date Of birth: 16 October 1999  
Status: Single  
Religion: Hinduism  
Nationality: Indian

## EXPERIENCE

### → 2017 - 2018

#### Pace Setter Business Solutions Pvt Ltd

Executive

Telecalling of HDFC bank emi reminders calling of the customer gets reminders to maintain sufficient balance in account to facing the some charges & extra penalty by banks to bonucing charges and the handling team and give the guideing a proper to communication to customer given best services and feedbacks from customers.

### → Feb 2021 - Feb 2022

#### Connegt Business Solutions Pvt Ltd

Executive

As a tellcaller in a process of kotak 811 digital process handling to solving customer queries and give a best resolution to customer satisfication and the doing cross sale by thr products of kotak mahindra bank as a need to less then exclations calls handling and the rgiving training by the new employes as well as the guinding customer to make the uses o the digitally of the kotak mahindra bank

### → Aug 2022 - Mar 2023

#### Kotak Mahindra Bank Pvt Ltd

Assistant Manager

Supported a team of 15 banking officersin providing high-level customer services and meeting customer needs, Exceed customer service expectations by maintaining high standards of communication, resulting in a 30% increase in customer retention, Implemented new sales strategies that increased cross-sell of products by 40%, Facilitated the issuance of ATM and Debit MasterCards, optimizing accuracy and customer satisfication.

### → Aug 2023 - Jan 2024

#### Aditya Birla Sun Life Insurance Pvt Ltd

Virtual Relationship Manager

Explained Coverage options to the customers, using a self made presentation that became company standard, Monitored insurance claims to ensure they were settled equitably for both client and insurer. Trained new insurance sales representative as they were hired by the company.Responsible for corporate and consumer sales and account management

## EDUCATION

### ✓ 2015

#### New Era English High School

SSC  
B

### ✓ 2017

#### R K Talreja college

HSC  
B

### ✓ 2020

#### University Of Mumbai

Bachelor Of Commerce  
A+